GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1213
ANSWERED ON:23.11.2016
Outsourcing Jobs
Mondal Shri Sunil Kumar

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether both the public and private sector telecom companies have outsourced all their call centres and complaint registered jobs;

(b) if so, the details thereof;

(c) whether the Government plans to direct the telecom companies to attend to subscriber complaints by themselves; and

(d) if so, the details and the reasons therefor?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Madam, as reported by the Telecom Service Providers (TSPs), both the public and private sector telecom companies are managing call center and compliant registration activities mostly by outsourcing these activities to professional organizations and business partners specialized in the field of call center operations across the geography with local language support. However, a few TSPs are managing some of these activities through their own call centre also.
These call center operations are conducted as per the laid down guidelines of Telecom Regulatory Authority of India (TRAI). The TRAI regulations mandate the service providers to deploy sufficient number of employees at its complaint centres to meet the quality of service parameters. The effectiveness of operations are monitored by TRAI through well defined Quality of Service (QoS) benchmarks.
Further, the complaints are also registered at company owned stores, outlets and websites of Telecom Service Providers (TSPs).

(c) & (d) At present, there is no proposal of directing the TSPs to handle these activities through call centers owned by themselves only.